Central Highlands Regional Library Corporation

Wireless Internet Login & Troubleshooting guide for Windows Vista and Windows 7.

Created by CHRLC IT Support 1/9/2009

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1. DISCLAIMER

Please note that information in this document is intended as a guide only. Users undertaking any of these suggested solutions do so at their own risk.

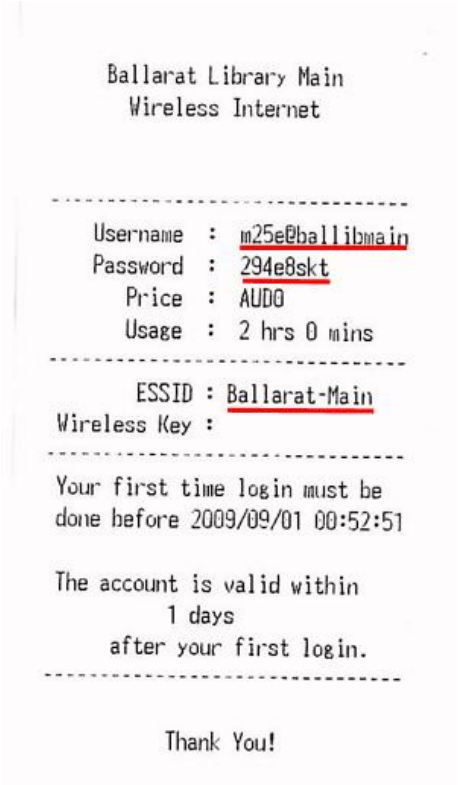
The Library service does not accept any liability whatsoever for technical problems or damage to user's hardware or software in using the wireless network nor accepts responsibility for access or access related problems with the wireless network.

2. CONNECT AND LOGIN TO THE LIBRARY'S WIRELESS NETWORK

2.1. Wireless Account

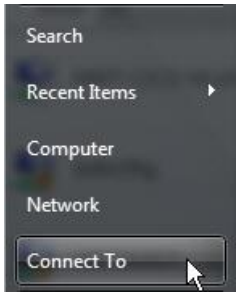
In order to use the Library's wireless network you will need to obtain a wireless account from the Circulation desk.
There are 1, 2 and 3 hour sessions available and you can always extend your session time by getting another wireless account and using the Redeem button once logged in. (See section 2.4)

1. Ask Library staff for a Wireless account and let them know what session time you require.
2. You will be given a printed receipt, which will have your Username, Password and ESSID which refers to the Access point name that you will need to connect to.

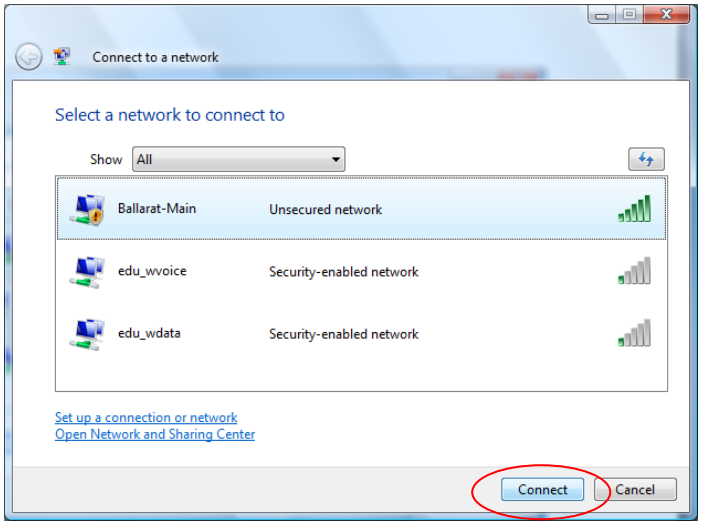


2.2. Connecting to a Wireless access point.

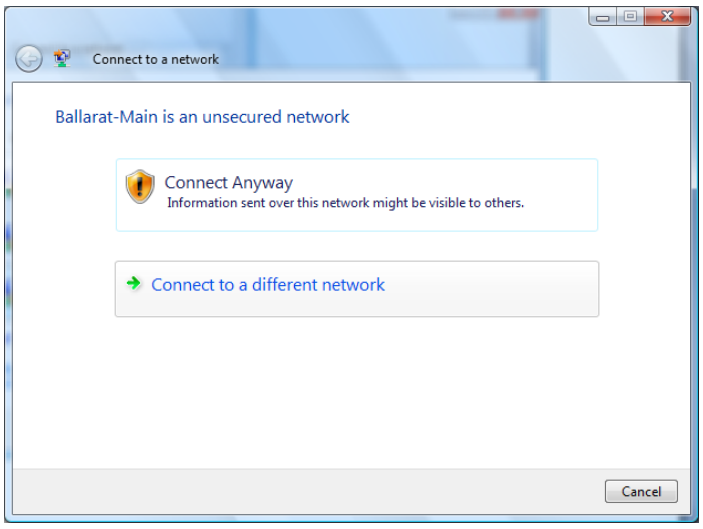
1. Click on > **Start**, and then click on > **Connect to**.



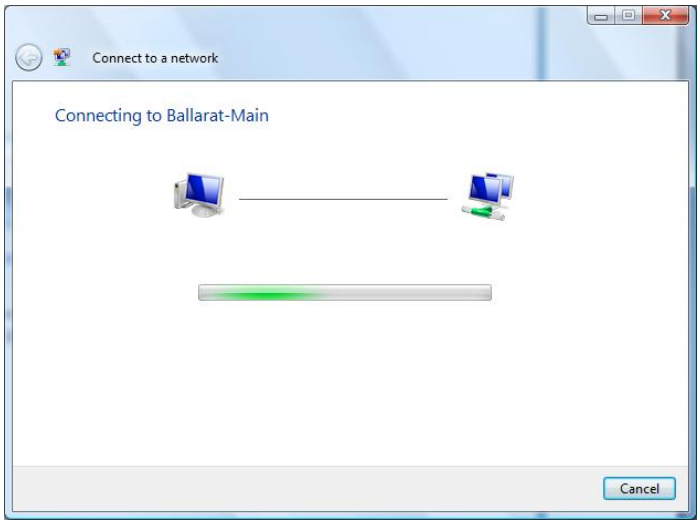
2. Click on the wireless network that is named in the **ESSID** field on your Wireless account receipt, and then click on > **Connect**.



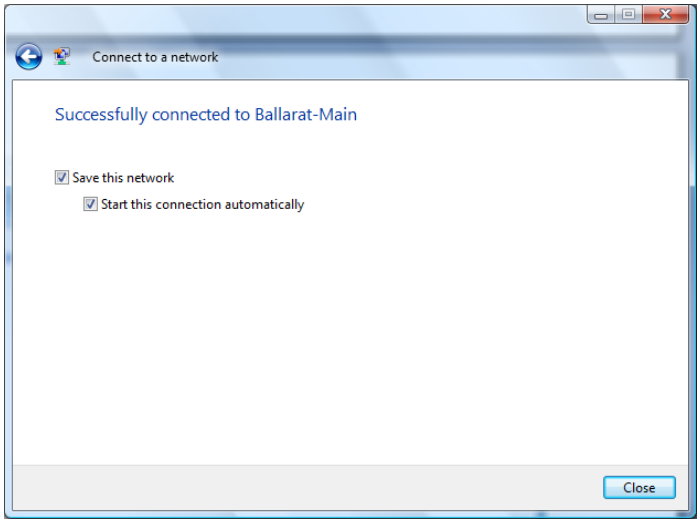
3. A window will open, warning you that you are connecting to an unsecured network, click on > **Connect Anyway**. Most public wireless networks are unsecured networks, which means that all data transmitted over that network is not encrypted".


Connect to a network
Ballarat-Main is an unsecured network
Connect Anyway
Information sent over this network might be visible to others.
Connect to a different network
Cancel

4. Vista/Windows 7 now tries to connect to the selected network.

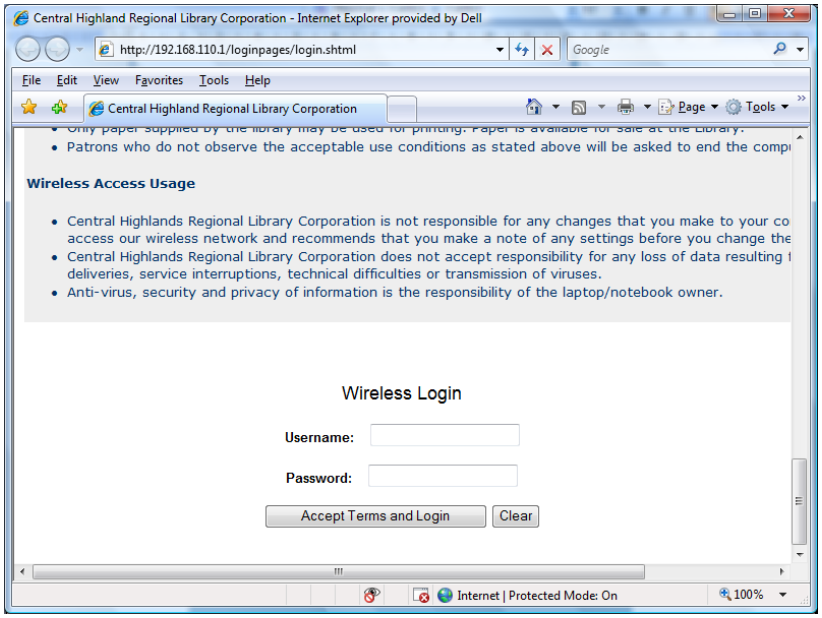


5. The next window will show that you have successfully connected to Ballarat-Main. You also have the option to “Save this network” and “Start the connection automatically” by checking the appropriate boxes. This can be useful if you are a regular user of the Ballarat Wireless network. Click on > **Close**.



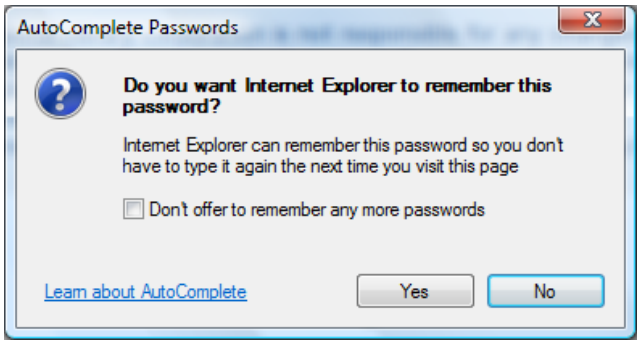
2.3. Login to the Library's Wireless Internet.

1. To login to the Wireless network, open a browser such as Internet explorer or Firefox. A window will open displaying our Terms and Conditions of usage. Scroll down to the bottom of the page to enter your login information.


Central Highland Regional Library Corporation - Internet Explorer provided by Dell
http://192.168.110.1/loginpages/login.shtml
Google
File Edit View Favorites Tools Help
Central Highland Regional Library Corporation
Page Tools
Patrons who do not observe the acceptable use conditions as stated above will be asked to end the compu
Wireless Access Usage
Central Highlands Regional Library Corporation is not responsible for any changes that you make to your co
access our wireless network and recommends that you make a note of any settings before you change the
Central Highlands Regional Library Corporation does not accept responsibility for any loss of data resulting f
deliveries, service interruptions, technical difficulties or transmission of viruses.
Anti-virus, security and privacy of information is the responsibility of the laptop/notebook owner.
Wireless Login
Username:
Password:
Accept Terms and Login
Clear
Internet | Protected Mode: On
100%

2. Once you have read our Terms and Conditions, accept these by entering your Username and Password from your Wireless account receipt and click > **Accept Terms and Login**

3. Depending on what browser you are using, you may get a message box asking if you wish to Remember/Save the Password click > **No**

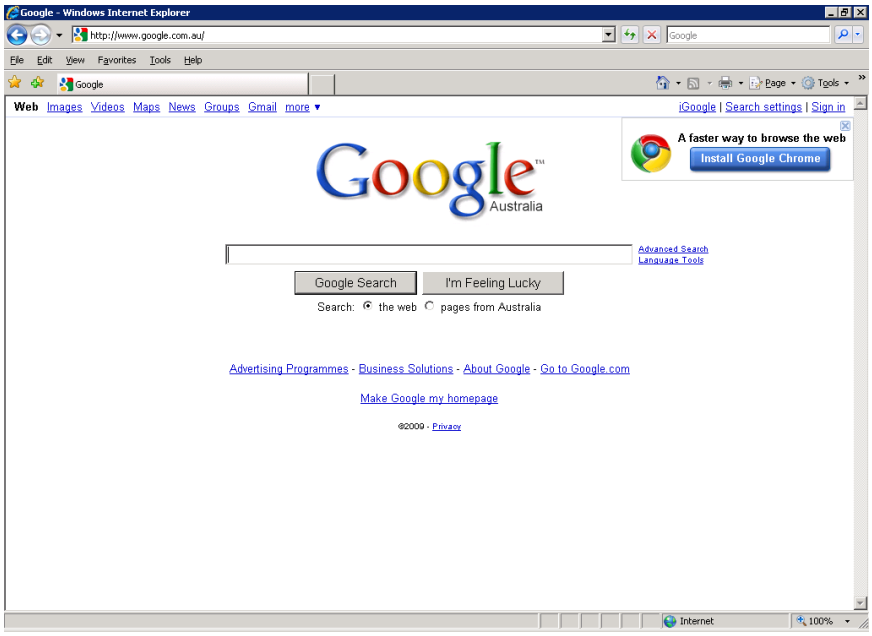

AutoComplete Passwords
Do you want Internet Explorer to remember this password?
Internet Explorer can remember this password so you don't have to type it again the next time you visit this page
Don't offer to remember any more passwords
Learn about AutoComplete
Yes
No

4. If login has been successful a Welcome window will open displaying remaining usage time, a Logout button to terminate the connection a Redeem button if you require more session time and a Start Browsing button.

Note: *If you close this window you will remain logged on, but you will be unable to see your remaining time and use the redeem facility.*

5. If you have entered the Username or Password incorrectly you will get the message box below, click > **Back** and re-enter the Username and Password.

6. Once you have connected successfully, Click on > **Start Browsing**. A new browser window will open allowing you to browse the web normally.

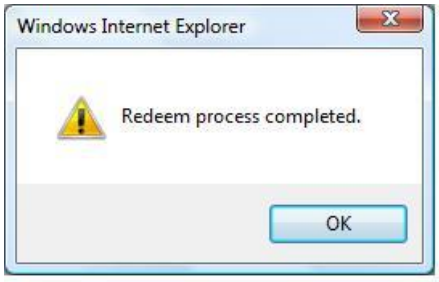


2.4. Extending Wireless session times.

1. Ask Library staff for an extension to your Wireless session, and let them know the amount of time you require.
2. You will be given another Wireless account receipt.
3. Whilst being logged into the wireless network click > **Redeem**.

4. Enter the Username and Password from your new receipt and click > **Enter**

5. If the redeem has been successful you should see the window below, click > **OK**



6. Your extended session time will be added to any remaining session time and you can continue to browse by clicking > **Start Browsing.**

Welcome!
Login ID: 82m6
Please close this window or click this button to
Logout
Thank you!!
Remaining Usage:
1 Hour 50 Min 52 Sec
Login time: 2009-8-31 15:31:0
Redeem
Start Browsing

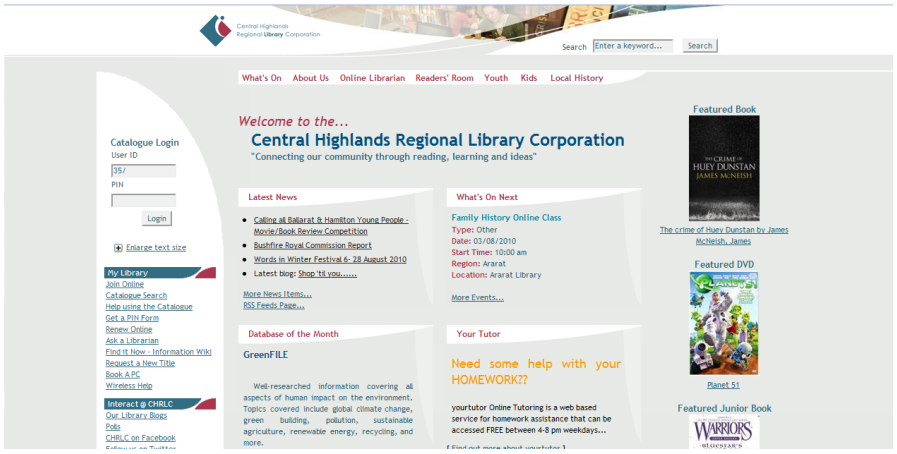
3. WIRELESS PRINTING

3.1. Downloading Printer Drivers

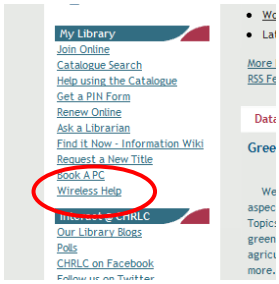
To download the appropriate drivers to give access to the printer over the wireless network you will need to follow the instructions below. Please not that these steps are for windows users only. Mac and Linux operating systems are not yet supported.

1. First you must be connected and signed into the CHRLC wireless internet. If you are unsure of how to do this, then you must follow the wireless procedure guide, referring to your computers operating system (IE: XP, Vista, Windows 7, etc), found at the circulation desk.

2. Once connected to the wireless internet and you are capable of browsing to websites, go to the library home page using the following address: http://www.chrlc.vic.gov.au/.



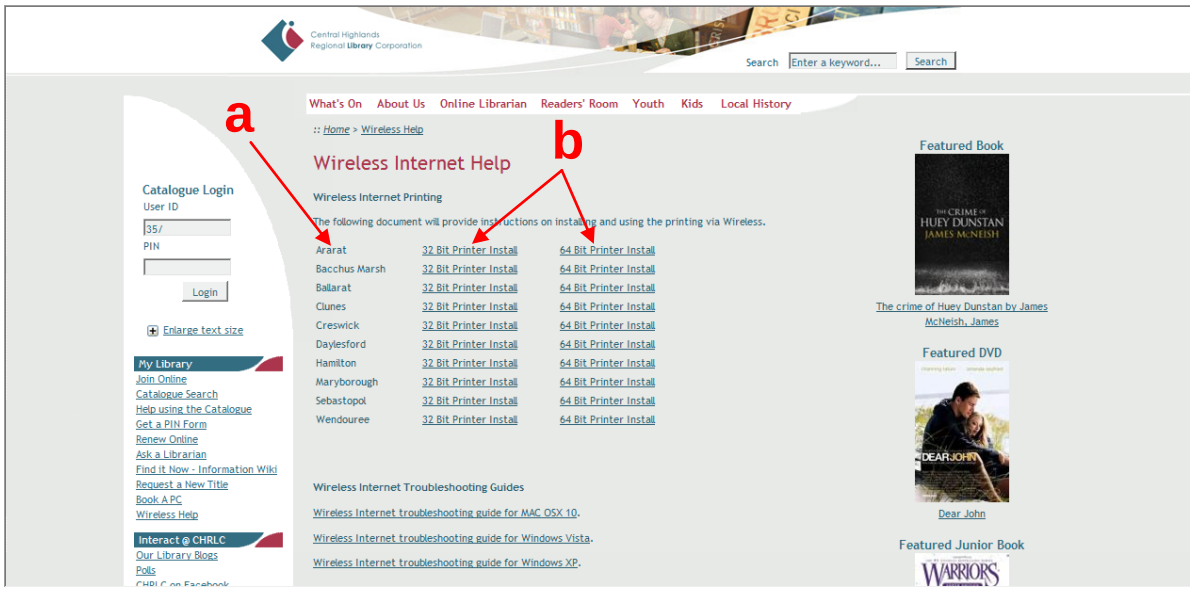
3. Click on the 'Wireless Help' link to the left side of the screen.



4. Next click on the appropriate link that relates to your type of machine (32bit or 64bit) and your current location. For Example:

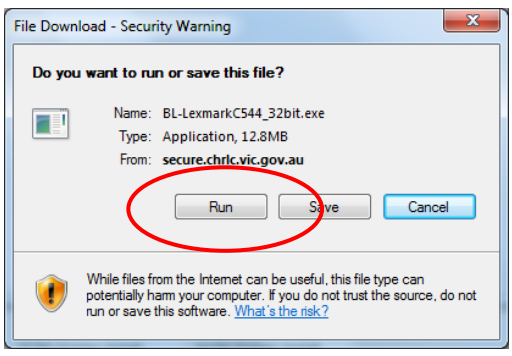
    a. If you are currently connected to the Ballarat wireless then you will select Ballarat as the location.

    b. Next to find out the type of machine, right click on 'My Computer', or 'Computer' for Vista and Windows 7. Here you will see if your computer is 32bit or 64bit (if there is nothing listed here then your system will be a 32bit system). Once you have found that out then you need to click on the appropriate link.

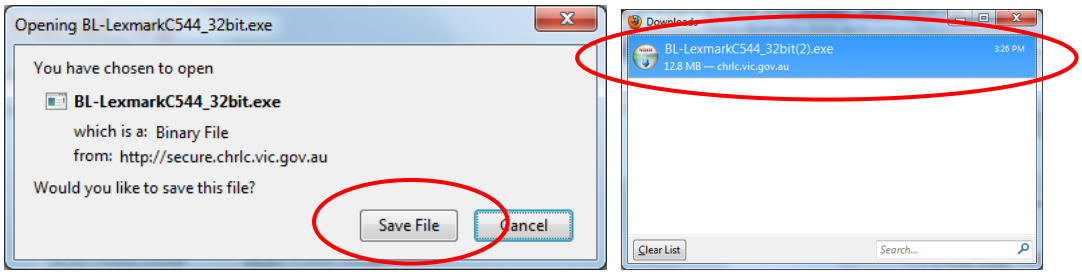

a
b
Central Highlands Regional Library Corporation
Search
Enter a keyword...
Search
What's On
About Us
Online Librarian
Readers' Room
Youth
Kids
Local History
:: Home > Wireless Help
Wireless Internet Help
Wireless Internet Printing
The following document will provide instructions on installing and using the printing via Wireless.
Ararat 32 Bit Printer Install 64 Bit Printer Install
Bacchus Marsh 32 Bit Printer Install 64 Bit Printer Install
Ballarat 32 Bit Printer Install 64 Bit Printer Install
Clunes 32 Bit Printer Install 64 Bit Printer Install
Creswick 32 Bit Printer Install 64 Bit Printer Install
Daylesford 32 Bit Printer Install 64 Bit Printer Install
Hamilton 32 Bit Printer Install 64 Bit Printer Install
Maryborough 32 Bit Printer Install 64 Bit Printer Install
Sebastopol 32 Bit Printer Install 64 Bit Printer Install
Wendouree 32 Bit Printer Install 64 Bit Printer Install
Wireless Internet Troubleshooting Guides
Wireless Internet troubleshooting guide for MAC OSX 10.
Wireless Internet troubleshooting guide for Windows Vista.
Wireless Internet troubleshooting guide for Windows XP.
Catalogue Login
User ID
PIN
Login
Enlarge text size
My Library
Join Online
Catalogue Search
Help using the Catalogue
Get a PIN Form
Renew Online
Ask a Librarian
Find it Now - Information Wiki
Request a New Title
Book A PC
Wireless Help
Interact @ CHRLC
Our Library Blogs
Polls
Featured Book
The crime of Huey Dunstan by James McNeish, James
Featured DVD
Dear John
Featured Junior Book

5. Depending on what internet browser you are using you will get a different message at this stage.

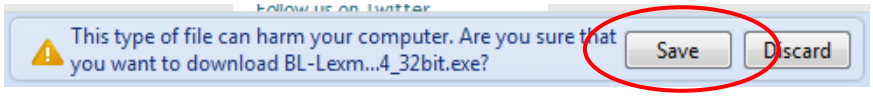
<u>Internet Explorer (IE):</u> Now you will get prompted to either 'Run' or 'Save' the download. What you need to click is 'Run'. Once the download is complete, the drivers will automatically install onto your system. For Vista and Windows 7 users you will need to give permission to allow the driver to make changes to your system.


File Download - Security Warning
Do you want to run or save this file?
Name: BL-LexmarkC544_32bit.exe
Type: Application, 12.8MB
From: secure.chrlc.vic.gov.au
Run
Save
Cancel
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?

Mozilla Firefox: You will only get the message that gives the option to 'Save' or 'Cancel'. Click 'Save'. You will now get another window open that shows the download is occurring. When the download is complete, right click on the driver that has just been downloaded and click on the 'Open' option. The install should now occur. For Vista and Windows 7 users you will need to give permission to allow the driver to make changes to your system.



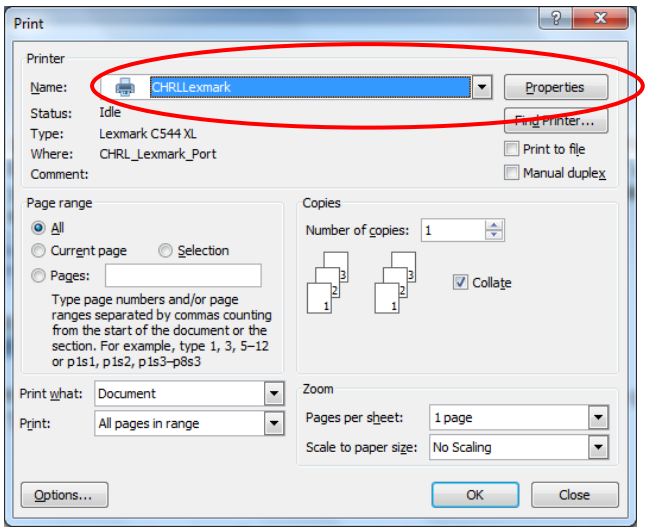
Google Chrome: You will get a message at the bottom of the browser that gives the option to 'Save' or 'Discard'. You need to click on 'Save'. The download now occurs. Once complete left click on the download at the bottom of the browser and the install should now occur. For Vista and Windows 7 users you will need to give permission to allow the driver to make changes to your system.



3.2. Printing From Wireless.

When you have something that you would like to print follow the steps below:

1. Click on the 'Print' option. You will then get a print window open. In here select the printer with the name 'CHRLLexmark'. This is the printer that you will be printing to.



4. TROUBLESHOOTING GUIDE.

4.1. Is the wireless device enabled?

In order to connect to a wireless network your wireless device needs to be enabled. Newer model laptops can have a switch embedded in the keyboard, an Fn key combined with one of the F keys. There also maybe a dedicated wireless switch somewhere on the laptop body. The symbol for the Wireless switch should look similar to the icon below.

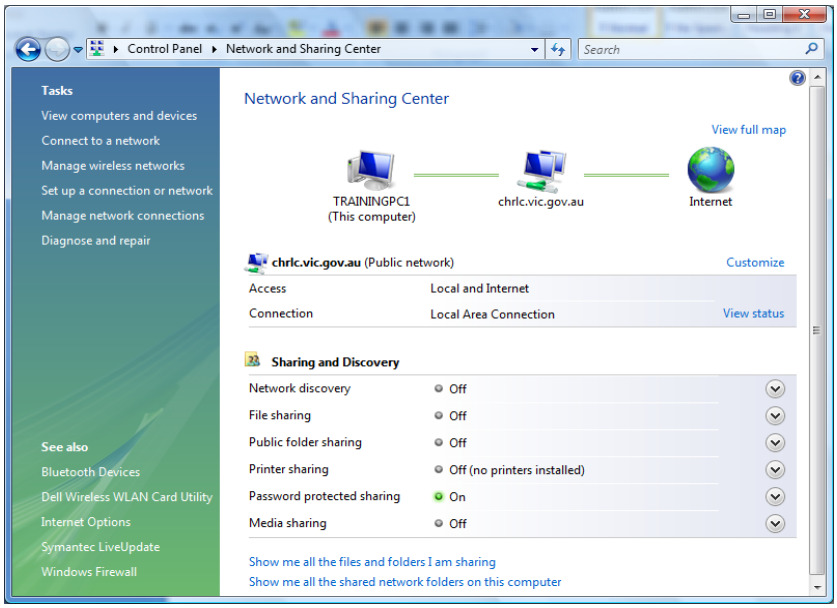
4.2. Check the signal strength.

Most wireless software has an indicator that tells you a signal is being received. Make sure the link quality and signal strength are both 'good'. If not, you will need to reposition your laptop to receive a stronger signal.

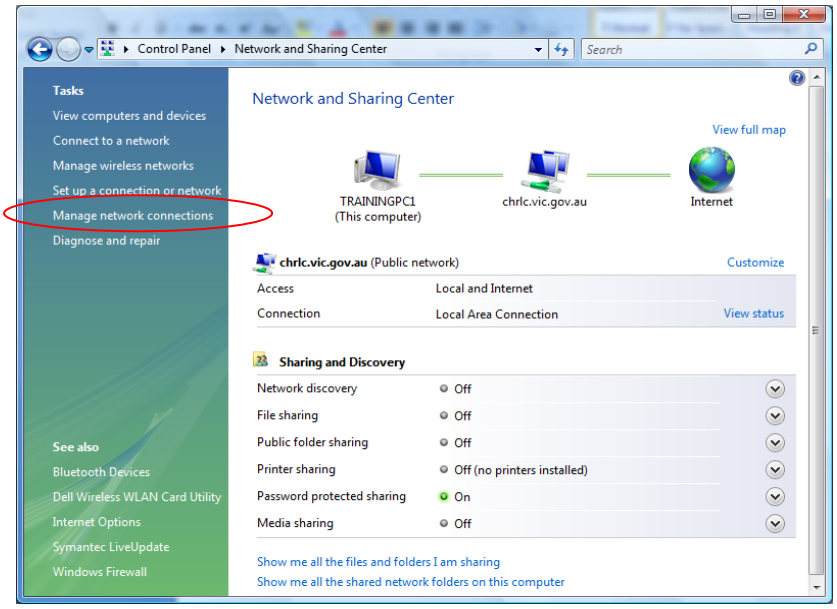
4.3. Check for a manually entered network address (IP).

You may have manually entered a network address (IP), which will prevent you from being able to browse to the web even though you have successfully connected to a wireless access point. The error message that will appear is 'Page cannot be displayed' in the browser window. To allow the wireless connection to function correctly the laptop needs to receive IP and DNS address automatically.

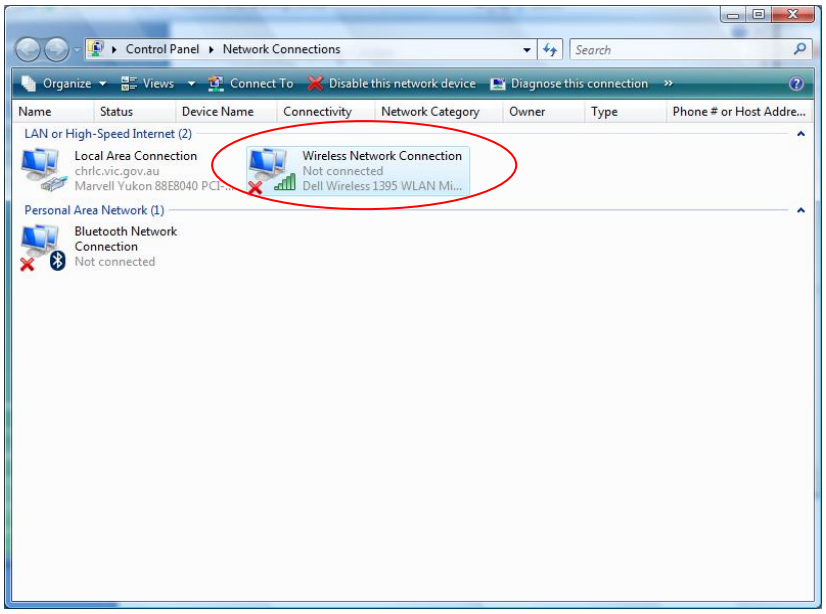
1. Click on > **Start** > **Control panel** > **Network and sharing center**.



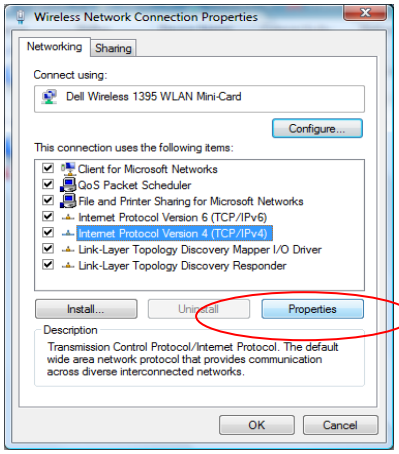
2. Select > **Manage network connections**.



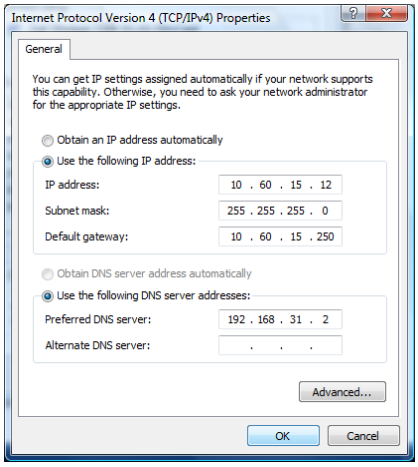
3. Right click on > **wireless network connection** and select > **properties.**



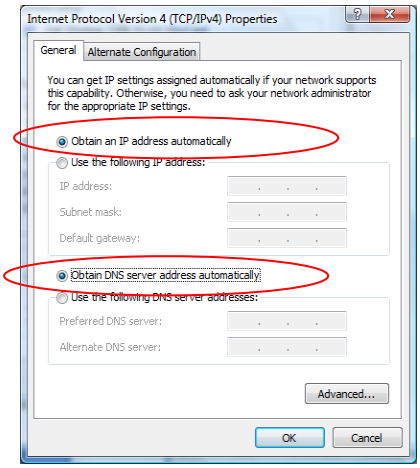
4. A window will appear asking you for permission to continue. Select continue.
5. In the wireless network connection property box that opens, select > **Internet protocol version 4 (TCP/IPv4)** and select **> properties**.



6. If the Laptop has any IP address settings under these properties they will need to be recorded this includes IP address, Subnet mask, Default gateway, preferred DNS server, and alternate DNS server (if used).


Internet Protocol Version 4 (TCP/IPv4) Properties
General
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.
Obtain an IP address automatically
Use the following IP address:
IP address: 10 . 60 . 15 . 12
Subnet mask: 255 . 255 . 255 . 0
Default gateway: 10 . 60 . 15 . 250
Obtain DNS server address automatically
Use the following DNS server addresses:
Preferred DNS server: 192 . 168 . 31 . 2
Alternate DNS server:
Advanced...
OK
Cancel

7. You can then change the settings in this window by checking the boxes "**Obtain an IP address automatically**" and "**Obtain DNS server address automatically**" Click on > **OK** > **Close**.


Internet Protocol Version 4 (TCP/IPv4) Properties
General
Alternate Configuration
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.
Obtain an IP address automatically
Use the following IP address:
IP address:
Subnet mask:
Default gateway:
Obtain DNS server address automatically
Use the following DNS server addresses:
Preferred DNS server:
Alternate DNS server:
Advanced...
OK
Cancel

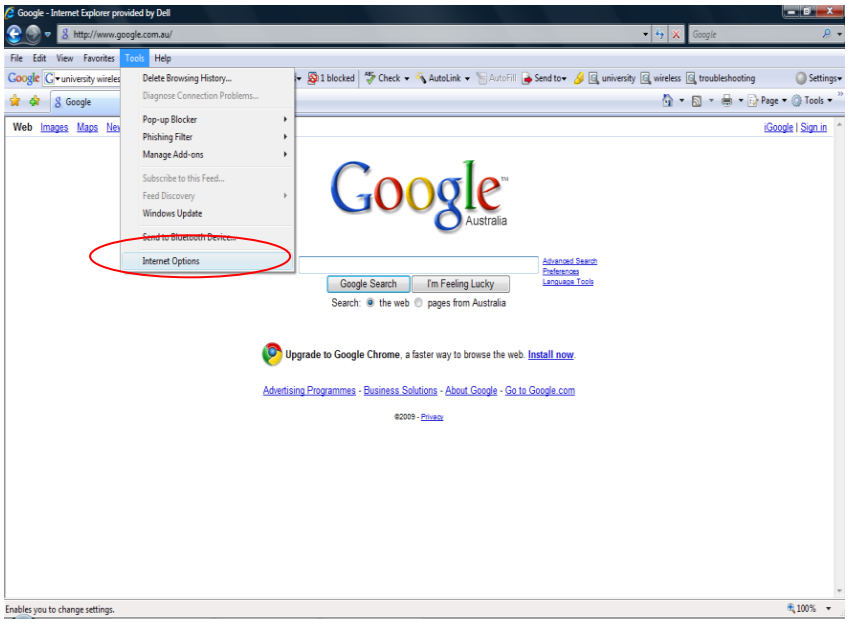
Note: *When finished using the wireless internet, IP address details that were recorded previously need to be put back in.*

4.4. Dial up Internet options in IE7.

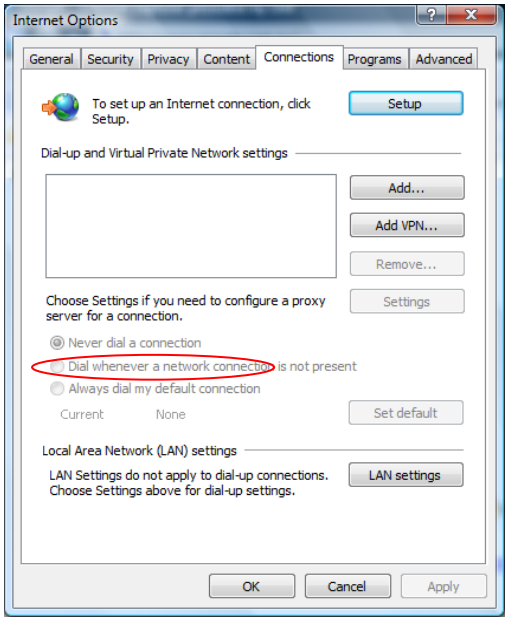
You may have dial up settings options selected in Internet explorer, this can prevent the wireless connection from working.

Disable dial up options:

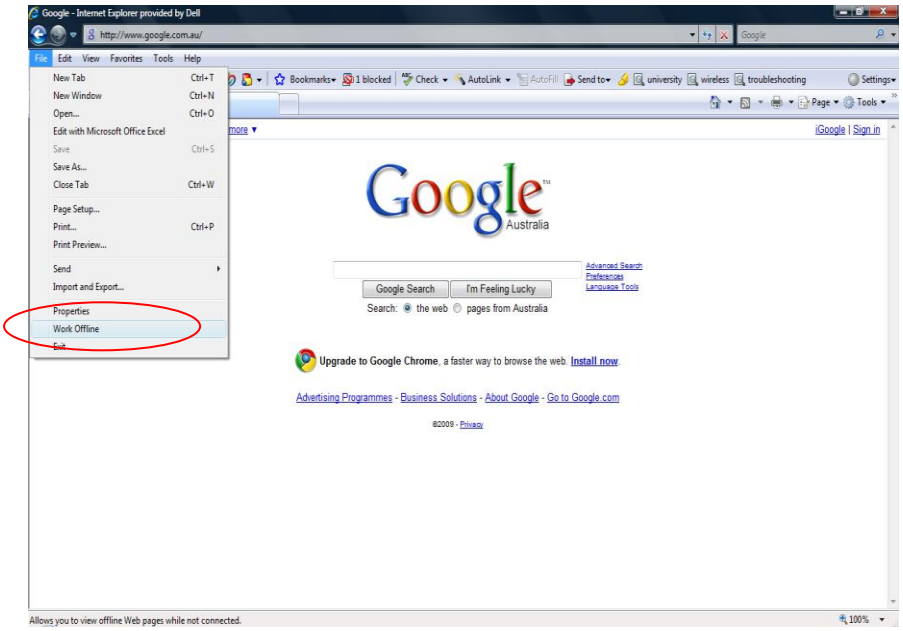
1. Click on the **tools menu** > **Internet Options**.



2. Select the Connections tab and ensure the "**Never dial a connection**" is checked then Click on > **OK.**



3. Ensure the Work Offline option in the File menu is not checked.

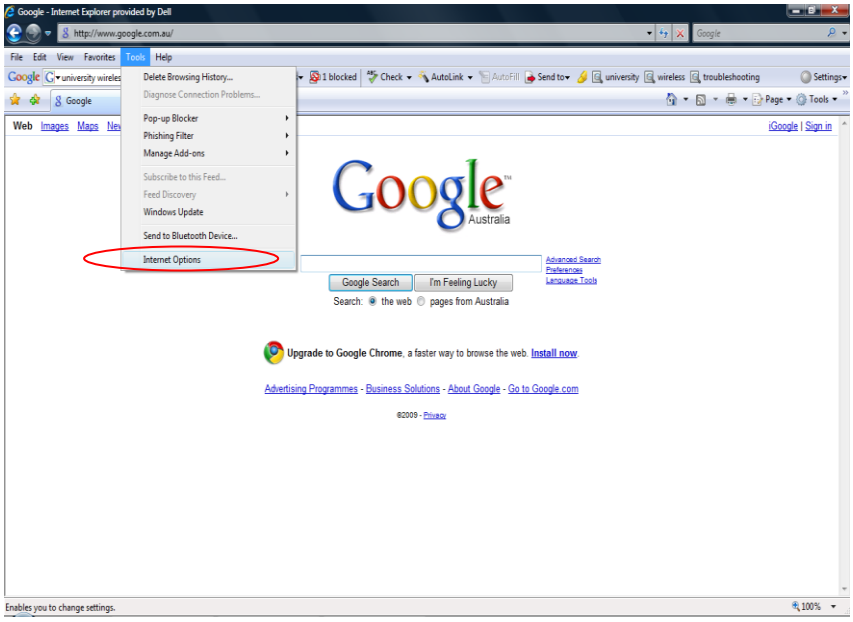


Note: When finished using the wireless internet any options entered previously need to be re-entered, to allow your dial up account to work correctly.

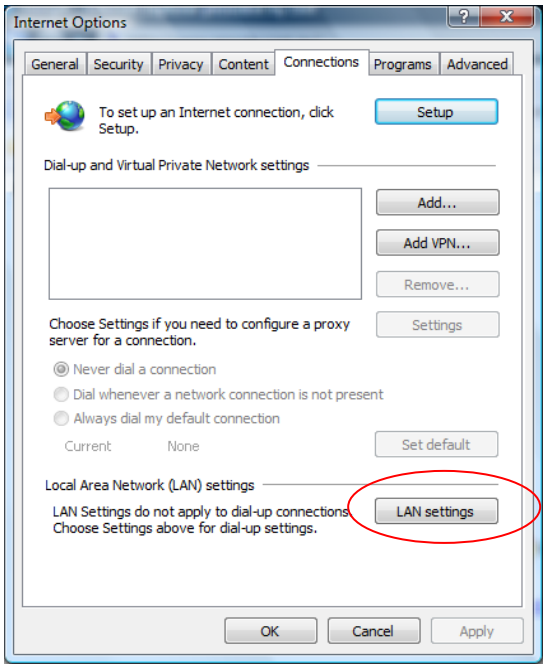
4.5. Proxy settings in IE7.

You may have configured Internet Explorer to use a proxy server to connect to the Internet. This may also be preventing you from browsing on our network. To check for this use the following steps.

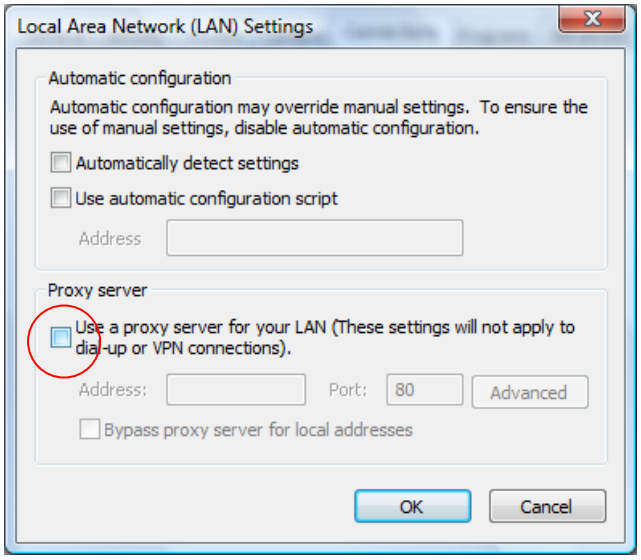
1. Click on the **tools menu** > **Internet Options**.


Google - Internet Explorer provided by Dell
http://www.google.com.au/
File Edit View Favorites Tools Help
Delete Browsing History...
Diagnose Connection Problems...
Pop-up Blocker
Phishing Filter
Manage Add-ons
Subscribe to this Feed...
Feed Discovery
Windows Update
Send to Bluetooth Device...
Internet Options
Google
Australia
Google Search
I'm Feeling Lucky
Search: the web pages from Australia
Upgrade to Google Chrome, a faster way to browse the web. Install now.
Advertising Programmes - Business Solutions - About Google - Go to Google.com
Enables you to change settings.

2. Select the **Connections** tab and Click > **LAN settings** button.



3. Ensure the box for "**Use a proxy server for your LAN**" is unchecked.


Local Area Network (LAN) Settings
Automatic configuration
Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.
Automatically detect settings
Use automatic configuration script
Address
Proxy server
Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections).
Address:
Port:
80
Advanced
Bypass proxy server for local addresses
OK
Cancel

4. Click > **OK** > **OK** again.

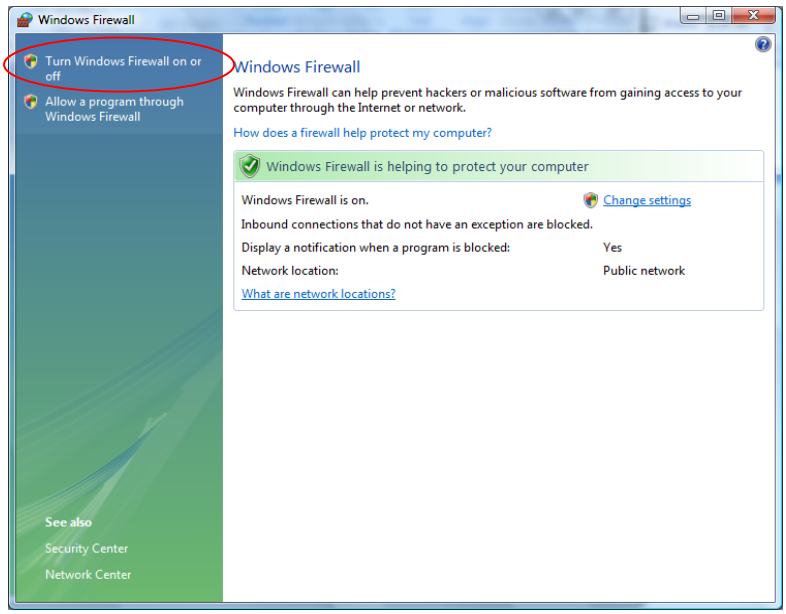
Note: *When finished using the wireless internet you will need to place the check back into this box.*

4.6. Firewall and Internet security programs.

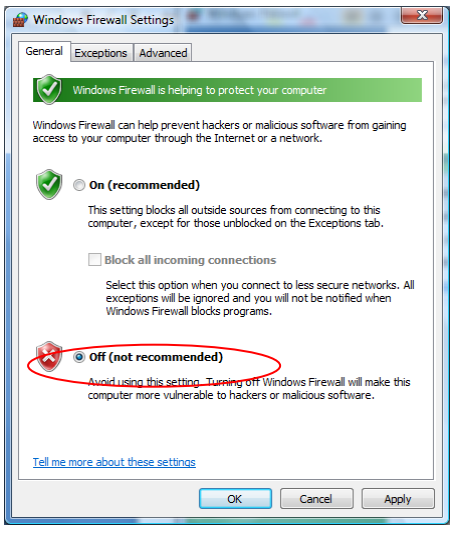
Some firewall and Internet security programs that may be running on your laptop (e.g. Windows firewall, Norton internet security) may also block the window from opening. You will need to disable/switch off this type of software, connect and then turn the software back on.

4.6.1. Disable/enable windows firewall

1. Click on > **Start** > **Control Panel** > **Security** > **Windows Firewall.**
2. Click **Turn Windows Firewall on or off**. If you are prompted for an administrator password or confirmation, type the password or provide confirmation.


Windows Firewall
Turn Windows Firewall on or off
Allow a program through Windows Firewall
Windows Firewall
Windows Firewall can help prevent hackers or malicious software from gaining access to your computer through the Internet or network.
How does a firewall help protect my computer?
Windows Firewall is helping to protect your computer
Windows Firewall is on.
Change settings
Inbound connections that do not have an exception are blocked.
Display a notification when a program is blocked:
Yes
Network location:
Public network
What are network locations?
See also
Security Center
Network Center

3. Click **Off** > **Apply** > **OK**


Windows Firewall Settings
General
Exceptions
Advanced
Windows Firewall is helping to protect your computer
Windows Firewall can help prevent hackers or malicious software from gaining access to your computer through the Internet or a network.
On (recommended)
This setting blocks all outside sources from connecting to this computer, except for those unblocked on the Exceptions tab.
Block all incoming connections
Select this option when you connect to less secure networks. All exceptions will be ignored and you will not be notified when Windows Firewall blocks programs.
Off (not recommended)
Avoid using this setting. Turning off Windows Firewall will make this computer more vulnerable to hackers or malicious software.
Tell me more about these settings
OK
Cancel
Apply

4.7. Wireless troubleshooting checklist

1) Is your wireless adaptor enabled? (See section 3.1) ☐

2) Do you have good signal strength? (See section 3.2) ☐

3) Is your computer set to receive IP and DNS address automatically (See section 3.3) ☐

4) If you use a dial up account is “Never dial a connection” checked in your Browser options. (See section 3.4) ☐

5) Have you tried disabling Windows firewall (See section 3.5) ☐

6) Have you disabled any proxy settings in your browser? (See section 3.6) ☐